

## Preliminary Business Case Questions

(Areas listed below that are highlighted in yellow indicate use of drop down boxes for answer selection.)

1. Will the project solve a business need identified in your current Agency Strategic Plan?

Yes No

Does this project support at least one of the agency service areas identified in the Governor's Performance Goals?

Yes No

Please identify these service areas.

Does this project support the Commonwealth Strategic Plan for Technology initiatives? Check all that apply.

- ✓ ☐ Increase accessibility to government
- ☐ Facilitate IT collaboration and partnerships
- ☐ Ensure a trusted and reliable technical environment
- ☐ Create a reputation of performance technology
- ☐ Increase workforce productivity through the use of technology

Does this project support one of the Council on Virginia's Future 8 long term objectives? Check all that apply.

- ☐ Best-managed state
- ☐ National leader in our economy
- ☐ Engage and inform citizens
- ☐ Elevate the levels of educational preparedness
- ☐ Healthy lives and strong families
- ☐ Protect, conserve and wisely develop our natural, historical and cultural resources
- ☐ Protect the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds
- ☐ Ensure that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves our quality of life

2. Define the scope of the project.

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3. Is this project mission critical?

Yes No

Why?

4. Is this project mandatory?

Yes No

If yes, is the requirement:

Federal Mandate

State Mandate

Other

Identify the legal or regulatory requirements, including Code of Virginia citations.

5. Define the specific business objectives of the project. Note: Project performance measures will be developed from these project business objects.

**(Project Business Objective** - A desired result produced by a project that answers or resolves a business problem.)

6. Has the business owner (s) been identified? **(Business Owner** – the primary functional stakeholder whose responsibilities are to identify and communicate business needs and knowledge for the project, and insure the business needs are appropriately addressed by the project.)

Yes No

List title(s) and name(s).

7. Has the project sponsor(s) been identified? **(Project Sponsor** - An individual, usually part of the organization management team, who makes the business case for the project. This individual usually has the authority to define project goals, secure resources, and resolve organizational and priority conflicts.)

Yes No

List title(s) and name(s).

8. Does this project benefit one or more of the following? Check all that apply.

[Other agencies within your Secretariat]

[Other agencies outside your Secretariat]

[All agencies]

[Local governments]

If this project can be delivered or provided by another existing citizen service delivery system among Commonwealth Agencies would you be willing to use that service? If no, why?

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Have you used the Enterprise Business Architecture or other methods to find agencies that have solutions that already exist or to find agencies that have a common need?

Yes No

If yes, describe methods used; discuss which agencies were contacted and the results of your research.

9. Which Governor's Issues and Initiatives does this project support? Check all that apply.

Core business systems and process improvement

Lower operating costs

Lower constituent transaction time with special emphasis on business and veterans

Electronic Health Records

Enterprise wide document handling and workflow management and processes

10. Are those who will benefit from this project currently underserved by technology?

Yes No

List beneficiaries (organization, stakeholder).

11. Will this project increase or improve any of the following priorities?

Select all that apply and explain how the project will increase or improve each area.

Public protection

Health

Education

Environment

Safety

Customer Service

Citizen Access to Services

Other

12. How will this project affect the way you do business?

Re-engineer current business processes - transform the business

Enhance or modify current business processes – operational, or improve the business

Maintain the current business processes – run the business

- a. If transform the business:

- Is your agency planning on conducting a Business Process Reengineering (BPR) Study first?

Yes No

- Why or why not?
- Identify the approach to the BPR Study:
- Check all that apply

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1. **Organizational Restructuring** – includes, but is not limited to, reducing organizational layers, realigning functions or work groups, and/or driving accountability to the source.
2. **Work Redesigning** - includes but is not limited to expanding job scope and ownership, evaluating value added tasks, and establishing cross-functional relationships.
3. **Technology Retooling** - includes but is not limited to expediting access to information and gathering and communicating data.
4. **Other**

b. If improve the business or operational:

How does this project modify or enhance an existing operational process?

c. If run the business or maintenance:

What will happen if this project is not implemented?

13. How would you rate the project's complexity? (Use the project complexity matrix found in the Commonwealth Project Management Standard.)

[High/Medium/Low]

14. What is your preliminary risk assessment for this project? (Use the Risk Assessment Matrix found in the Commonwealth Project Management Guideline)

[High/Medium/Low]

Which component of the project is considered to be the highest risk?

Budget

External Dependencies

Management

Mission Critical

Failure

Complexity

15. What is your confidence level in the accuracy of the initial project estimated cost at completion? (Define High, Medium, and Low.)

[High/Medium/Low]

Describe the method used to determine the estimated cost at completion.

16. Will tangible benefits result from the project? (**Tangible Benefits** - Are benefits that can be measured and quantified. Tangible benefits include savings that result from improved performance and efficiency.)

Yes No

What type of benefits do you expect? Select from one of the following:

Cost savings

Cost avoidance

Additional revenue

Other

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For each benefit listed, describe and quantify the expected cost savings, cost avoidance, or projected additional revenue.

17. Will intangible benefits result from the project? (**Intangible Benefits** – Are benefits that are difficult to measure and quantify. Intangible benefits include such things as customer retention, employee retention, and improved customer service.)

Yes No

Describe these benefits. Select one.

- a. **Service** Select one

Implement a new service

Expand or modify an existing service

Re-engineer an existing service

- b. **Improve efficiency** Select one

Automating a manual process

Expand agency collaboration

**Other** Enter description

- c. **Other** Enter description

18. Have you identified a technical approach for your project?

Yes No

If yes, describe the approach.

Does the proposed approach comply with the Commonwealth enterprise technical architecture?

Yes No

If yes, explain how. If no, explain reasons for non-compliance.